

■ Commissioner's Column

## Commissioner Grateful for DMV's Hurricane Katrina Relief Efforts

Greetings to each of you

I want to thank each of you who donated items, money or time to the relief efforts of Hurricane Katrina. Your compassion and generosity is admired and appreciated by all those who suffered tremendous losses.

During the agencywide collection last week, more than five pallets of goods, including nonperishable food items, water, clothing and health care products, were collected for the victims. All monetary donations were used to purchase more necessities.

I would like to especially thank Stanley Halibozek, Elliot Infante, Mike Fitzgerald and Mike Sawka of Administrative Services; Michele Walden of Medical Review; Aileen Anderson of License Processing; Marj Knecht from the Bureau of Administration; Maureen Doyle of Legal Services; Barbara

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## DMV to Help Victims Resettle

Let's not make anyone traveling from the hurricane-ravaged states have a tougher time than this tragedy has already brought, said Commissioner Ralph J. Carpenter when discussing DMV's response to helping victims resettle in the state.

"I want our employees to assist them as much as we can without bending rules and breaking policies. This means following the guideline: When in doubt, call and find out," he said.

The commissioner explained that any employee should call a supervisor to ask for guidance if someone from one of the ravaged states is having difficulty with a transaction.

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## The Real ID Act Will Bring Changes to DMV

**By Andy Munson**

On May 11, 2005, President Bush signed the Real ID Act into law. The act mandates far-reaching changes in the way the Connecticut Department of Motor Vehicles and every other state's motor vehicle agencies screen applicants for driver's licenses and state identification cards.

The purpose of the law is multifaceted. Highlights include a specific list of items that must appear on every license such as a person's principal residence (no post office boxes) and a digital photo, social security account confirmation, digital imaging of documents and use of facial recognition technology to verify individual identities, limits on issuance to legal aliens and to electronically share licensing information with other states.

There is also a requirement to establish security clearance standards and training for personnel who issue licenses or verify documents.

Amid competing claims over the need for all of these provisions, DMV  
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## Kim Lecco...

### 'Wonderful Working Woman'

**By Kelly Manning**

Who ever said that Friday was the best day of the week? For Kim Lecco of the Property Tax Unit, Wednesdays are looking wonderful.

On September 14, Kim won the "Wonderful Working Woman Wednesday" award from WWYZ FM, Country 92.5, a Hartford radio station.

"I am so excited!" Kim said. "I never thought I would be chosen."

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**Kim Lecco of the Property Tax Unit poses with the bouquet of roses she received.**

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■ ERC Corner

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# Commissioner's Thanks to DMV Employees

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Tanuis of Branch Operations and Carol Moriarty of Human Resources for assisting with the various tasks associated with this kind of collection.

In addition, I would like to express my gratitude to the Wethersfield Branch Office and the Insurance Compliance Unit. About 20 employees from both offices participated in a Saturday "dress-down day," where employees sported their favorite athletic team shirts and caps at work in exchange for a donation to the hurricane victims. Approximately \$200 worth of items were collected and brought to Saint Matthew's Church in Bristol, which will send them to the victims. Special recognition goes to Jennifer Pelletier and Michelle Abrahamson of the Wethersfield Branch Office for making the day a success by encouraging participation.

Employees from the Hamden Branch Office also showed extraordinary efforts. The same day it received Governor Rell's letter asking for assistance to help those affected, employees contributed \$355 and purchased much needed items for the victims. A special thanks goes out to Cindy Szombathy, who rallied her co-workers.

Also, I would like to thank each of you who worked with private organizations reaching out to assist those in need. While I cannot name everyone here who worked both on agency efforts and those elsewhere, please know how grateful I am for your service to others.

I am proud of all of you and thank you on behalf of Governor Rell.



**Commissioner Ralph J. Carpenter**

## DMV to Assist Victims Coming to Connecticut

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He said that DMV in its official capacity of issuing credentials needs to make sure that it is assisting these affected people the best way it can.

Governor M. Jodi Rell has pointed out that some families affected by Hurricane Katrina have already come to Connecticut because they have family or friends here.

"It is extremely important that we have a coordinated response to help evacuees relocating to Connecticut, so we can best provide the services and programs they need," the Governor said.

Commissioner Carpenter said that he has coordinated a team within the agency to respond to the number of issues that could arise in helping victims resettling in the area. Bureau chiefs and managers, he said, have been informed about these efforts and employees can get the most up-to-date information from their supervisors.



## September 23rd is DMV Day

**By Marj Knecht**

The Employee Recognition Committee is busy planning events for the end of September through the month of October. First, get ready for 'DMV Day' on Friday, September 23. The ERC is treating the agency staff to lunch. Announcements about this special treat will be distributed soon.

Coming events in October:

- The Heart Walk on Sunday, October 23, which the ERC is helping to organize. We hope to have an ample representation of DMV staff among employees from other state agencies.

- Orders will be taken for the annual fruit pies and pumpkin breads sale. These delicious goodies are sold by Lyman Orchards and add a special flair to holiday festivities.

- The ERC's pride and joy for October is its first annual Chili and Bake-Off Contest scheduled for Thursday, October 27, in Wethersfield. All actual and aspiring chefs are invited to enter.

Finally, Entertainment Books will be available for purchase shortly. Watch for details of all these activities in this publication and around the agency.

### **DMV Today**

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# The Real ID Act to Bring Changes to DMV

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must make the new law work. In general, DMV has three years to meet the requirements of the act. An agencywide project that has been underway for nearly two years – the Reengineering of the Regulation of Drivers (Re-ROD) – is aimed at working on many of the same issues included in the act.

Division Manager George White and consultant Phil Archambeault, who head the initiative, have been exploring and charting this reworking of the system.

While a major undertaking, Re-ROD and DMV's new Document Integrity Unit will put Connecticut ahead by using many of the requirements.

George said that Re-ROD is now being updated to accommodate the new federal requirements, such as online social security verification and facial recognition technology already in use and advanced proofing stations that will be used in the near future to verify documents.

"Re-ROD is intended to take the many separate and disparate files such as operator license, CDL, permit and driving history, and link them directly to one another," George said. "It will also facilitate the real-time updating of all of these files."

He added, "The original advantage of this project was to assist our staff and law enforcement in motor vehicle matters and prevent people from obtaining fraudulent licenses. The Real ID Act just expands that usability."

Phil says that the system's standards have also been drafted.

"We are preparing to hire system architects, developers and designers to begin work on the new system and are on schedule to deliver the new system well in advance of the deadline imposed by the act," he said.

The consultants being hired for this project are being paid through federal grants.

Probably the most significant hurdle DMV faces is the requirement that its operator database be linked to other

states in order to share and confirm information. The Department of Homeland Security is currently working on regulations for the implementation of the act.

There are other reasons that guidance from the Homeland Security Department is necessary. Division Chief Lee Telke, of the Document Integrity Unit, explains that definitions of terms used in the act are important.

"Where the act says to verify a document, we aren't sure if it means to simply verify that it is an official document or to physically follow it to the source to seek further confirmation on the individual that presented it," Lee said.

For example, one commonly accepted form of identification is an individual's birth certificate. If the federal requirement is to verify that the documents

themselves – not the content therein – are valid, the process could be fairly quick. If, on the other hand, DMV is required to follow-up to review mostly paper records, much time and effort could be involved.

Facial recognition technology required in the act is being used throughout the state and has already changed the way DMV does business. There are also several policy changes that need to be implemented.

For instance, licenses and non-driver IDs issued to legal aliens cannot have an expiration date that is later than the expiration of their visa. The security clearance requirements for staff that issue licenses will mean that DMV needs to set these standards and establish the means by which an individual's history is verified.

Attorney and Division Chief Lynn Blackwell is currently leading a task force that will identify all issues related to the Real ID Act that must be or have been addressed. Additionally, Lynn's group will review and assist in the process of developing new legislation and regulations needed to implement the law. Lynn is expected to report her findings to Bureau Chief of Licensing Tom Ruby in the near future.



## Kim Lecco Gets Recognition, Praise for Her Work

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She was presented a dozen roses, sandwiches for her unit and Country 92.5 bumper stickers.

"The flowers are beautiful and we all appreciated the food," Kim said.

Mary Grady of the Bristol Tax Assessors Office nominated Kim for her positive attitude and great work. Mary said she is always in contact with the DMV with customer problems.

"Kim was the perfect person to work with," Mary said. "She performed in a professional manner, was quite humorous and got the job done right away. She gave me the confidence to call the DMV whenever I need to."

Commissioner Ralph J. Carpenter said he's pleased to see the recognition for Kim and for her hard work. "It's always good to know when our customers appreciate the dedication of a DMV employee," he added.

One working woman wins this award every week during the station's morning show. The lines are open for about an hour for people to call in and nominate a woman they feel deserves recognition for a job well done.